



BOROONDARA
City of Harmony

Boroondara Accessible Events and Projects Guide

How to make your events and projects accessible and inclusive
to our diverse community



1. Introduction

- Did you know that approximately 30.9 per cent of Boroondara's population was born overseas and over 27 per cent speak a language other than English at home?
- Did you know that there are at least 20,560 people with disability residing in the City of Boroondara?

It is important to us that everyone can participate in all community activities, particularly those supported by the City of Boroondara. Council recognises and respects the fact that Boroondara is a diverse community comprising of people from different backgrounds and abilities.

This guide has been put together to help you make your projects and events accessible and inclusive for everyone. The guide includes:

- an access and inclusion checklist
- information on how these actions can be implemented, and
- useful contacts for project and event organisers.

For more information on this guide please contact:

City of Boroondara Social Inclusion and Policy Officer on 9278 4938 or boroondara@boroondara.vic.gov.au

City of Boroondara Community Support Officer on 9278 4336 or metroaccess@boroondara.vic.gov.au

2. Access and inclusion checklist for events and projects

- ✓ Outdoor venues are held on areas that are as level as possible with a firm ground surface
- ✓ The venue/s for your event or project are accessible
- ✓ Promotional materials and invitations include an 'access and inclusion support statement' and organisers are responsive to requests
- ✓ Images used in promotional materials are inclusive by representing the diverse nature of the community
- ✓ Promotional and written materials are accessible and include the National Relay Service (NRS) contact details and symbols
- ✓ Interpreter services (for Auslan and languages other than English) have been factored into the project or event plan
- ✓ Catering is sensitive to diverse dietary requirements
- ✓ The booking processes for your event or project are accessible
- ✓ Promotional and written materials are in plain English and are in fonts and colours that are easy to read
- ✓ Appropriate signage and symbols are used in the promotion of and at the event or activity

For advice on how to achieve these actions in your event or project please read the following pages.

3. Accessible venues

It is good to keep access and inclusion in mind in the early planning stages of your event or project, especially when choosing the venue. The lists below of accessible features for indoor and outdoor venues will assist in your venue selection.

Every event or project venue should have:

- wheelchair accessible doorways and entrances
- accessible toilets
- accessible parking availability

3.1 What to look for in an indoor venue

- no steps at the entrance or a ramp option
- doorways wide enough to accommodate a wheelchair
- accessible toilets
- accessible parking bays nearby
- single storey or lift access to higher levels
- no internal steps or barriers to different areas to be used by participants
- registration desks (or tables) that people in a wheelchair can use
- accessible stage area (or room for a low portable stage)
- clear signage and use of relevant access symbols
- in venues with fixed seating, ensure there are spaces that can be reserved for wheelchair users
- microphones, amplifiers and hearing loops
- even and slip resistant floor services
- tactile ground surface indicators
- emergency and evacuation procedures that take account of people with disability including people with sensory and/or mobility requirements
- venue staff can respond appropriately to the requirements of participants with disability

See the Standards Australia website in the Useful Contacts section for further information on disability access for buildings.

3.2 What to look for in an outdoor venue

- a firm level ground surface
- use of gutter ramps where appropriate
- accessible parking bays nearby with appropriate signage
- accessible toilet facilities (or room for a portable accessible toilet)
- solid pathways to marquees, stalls and meeting points
- adequate shelter, shade and seating (or room to put your own)
- an accessible stage (or room for a low portable stage)
- audience spaces should be large enough to reserve spaces for wheelchair users with a view of the performance space or stage, and
- access to power so that cables do not present a trip hazard

4. Individual needs

Provide contact details on your promotional materials so that people can let you know what they need in order to participate. This text or similar can be used:

We aim to make this event accessible and inclusive to all of the community. If you would like to attend this event and have specific access, communication or dietary needs please contact [insert name and contact details] before [insert date approximately two weeks before the event] and we will do our best to accommodate you.

People may ask you about some of these things:

- water bowls and rest areas for companion animals
- interpreters and translations
- first aid and bed facilities
- audio recordings of written information
- dietary requirements
- prayer room facilities

For further advice on including and promoting to culturally and linguistically diverse communities contact the Victorian Multicultural Commission (see the Useful Contacts section 9).

5. Interpreter services

A participant may contact you to request an Auslan or languages other than English (LOTE) interpreter. Take these steps to plan for and book an interpreter:

- set aside a budget of approximately \$100 per hour for Auslan interpreters and \$50 for LOTE interpreter services
- use the access and inclusion statement in promotional materials and respond to queries
- if an interpreter is requested, consider which parts of the event or activity they would be needed and what period of time, and
- book an interpreter through the following services listed in the Useful Contacts section:
 - LOTE interpreter services: VITS Language Loop (Victorian Interpreting and Translating Service)
 - Auslan interpreter services: VicDeaf (Victorian Deaf Society)

If you would like people who speak and read languages other than English to contact you via telephone before or during your project, you can register to use a telephone interpreter through the Victorian Interpreting and Translating Service (VITS Language Loop).

Once you have registered, the community member can contact VITS Language Loop and then VITS Language Loop will contact the organiser and interpret in a three-way telephone conversation. The organiser can also contact community members who do not speak their language through calling VITS Language Loop to arrange a pre-booked or immediate call.

If you would like to use this service, contact VITS Language Loop to set up a 'Client Code' for your organisation. Phone conversations will then be charged to you at the rates prescribed.

If you choose to use this phone service, you can include this statement next to the Interpreter Symbol on your promotional materials in the relevant community languages:

If you would like to speak with us through an interpreter or have this information translated, please call us via the free VITS Language Loop on (insert number here).

6. Catering

When arranging catering and choosing food options think about providing some of the following options:

- healthy food options with low fat and low sugar content to meet a variety of health needs
- vegetarian, vegan and gluten-free options
- kosher and halal options
- a range of cultural cuisines at larger events
- label foods with lists of ingredients to assist people with allergies and sensitivities, and
- finger food that is easy to pick up and hold
- straws for people unable to use their hands
- Enable participants or audience members to communicate dietary requirements prior to the catered event.

7. Written and promotional materials

This list will help you make your written and promotional materials, such as invitations, posters and flyers, information sheets and programs clear and easy to read:

- use plain English words that most people know in clear, simple neutral sentences
- font: size 14-18
- images used represent the diverse nature of the community
- use easy to read font types such as times new roman or arial
- use Microsoft Word documents or tagged PDF documents. These documents can be read by screen readers making the information accessible to people with strong vision impairment.
- the clear contrast of background and text will make your document clear and readable. Avoid any background graphics or text (including watermarks) as this will decrease readability
- if you wish to highlight a section of the text use **Bold** or a different font type or size. Italics and underlining clutter the text making it more difficult to read

- when choosing paper types for signage or printed information, matte surfaces are easier to read than gloss surfaces
- use the correct symbols in your promotion materials and at your event or activity to let people know what support you are providing
- consider accessible communication formats

Ensure any videos include options for closed captioning and/or Auslan.

For advice on creating accessible communication please refer to Useful Contacts - section 9.

8. Signage and symbols

These publically recognised symbols should be used at your event and in promotional materials so that people know what support services and facilities you are providing and where to access them at the venue.



Interpreter Symbol

Use this symbol at the event or activity to mark where the interpreter services are located or on promotional materials if you are offering a telephone interpreter service.



International Deafness Symbol

Use this symbol with a caption stating the types of hearing and communication aids available and to indicate where hearing augmentation, sign language interpreters, or communication aids are located.



National Relay Service Symbol

People who are deaf or have a hearing or speech impairment can contact you through the National Relay Service (NRS).

The person will contact the NRS and then the NRS will contact the organiser and interpret in a three-way telephone conversation.

Include this statement next to the NRS symbol on your promotional materials:

If you have a hearing or speech impairment you can contact us through the National Relay Service on 1300 555 727 for Speak and Listen or 133 677 for TTY/voice calls.



International Symbol for Access

Use this symbol to promote events or projects that are fully accessible and to mark physical access features such as accessible toilets, ramps and lifts, accessible parking spaces, and designated seating spaces for wheelchairs.

9. Useful Contacts

City of Boroondara Social Inclusion and Policy Officer

For general access and inclusion queries.

Telephone: 9278 4938

Email: emma.wilkinson@boroondara.vic.gov.au

City of Boroondara Community Support Officer

For queries relating to the access to the built environment, community activities and services for people with a disability.

Telephone: 9278 4336

Email: danielle.short@boroondara.vic.gov.au

The National Relay Service (NRS)

The NRS is an Australia-wide phone service for people who are deaf or have a hearing or speech impairment. It is also available to anyone who wants to call a person with a hearing or speech impairment.

Speak and Listen: 1300 555 727

TTY: 133 677

SMS Relay Number: 0423 677 767

Website: www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service

Victorian Interpreting and Translating Service (VITS) Language Loop

The VITS Language Loop is a Victorian Government owned Government Business Enterprise with over 40 years experience as a specialist language provider. VITS Language Loops offers a translating and interpreting service for more than 180 community languages.

Telephone: 9280 1941

Email: info@languageloop.com.au

Website: www.languageloop.com.au

Standards Australia

For online access to the Australian Standards of disability access when constructing or renovating buildings.

Website: www.standards.org.au

Blind Citizens Australia

For advice on creating accessible communication for people with a vision impairment.

Telephone: 1800 033 660
TTY: (03) 9376 9275:
Email: bca@bca.org.au
Website: www.bca.org.au

Australian Human Rights Commission

For information on legislative requirements for access and anti-discrimination.

Telephone: (02) 9284 9600
National Information Service: 1300 656 419
General Enquiries and Publications: 1300 369 711
Website: www.humanrights.gov.au

Vision Australia (incorporating Radio 3RPH)

For general information on the access needs of people with a vision impairment and for access to advertising on Radio 3RPH.

Telephone: 1300 84 74 66
TTY: 1300 650 871
Email: info@visionaustralia.org.au
Website: <https://visionaustralia.org/>